

## **SENIOR VICTIM ADVOCATE**

### **DISTINGUISHING FEATURES**

The fundamental reason the Senior Victim Advocate exists is to perform highly interactive and assistance duties directly working with victims, in the case management and service referral functions in the Victim Services Division. Facilitates community outreach and training activities for the Victim Services Division. Position resides in the Legal Department. This classification acts as a lead position and serves as the acting Victim Services Manager upon request. Work is performed under general supervision by the Victim Services. The Senior Victim Advocate is distinguished from the Victim Advocate by the higher level of responsibilities in community outreach, training, and supervision in the absence of the Victim Services Manager.

### **ESSENTIAL FUNCTIONS**

Initiates and facilitates communication channels to serve as a liaison between victims and Prosecution and Court staffs. Accompanies victims to proceedings and informs victims of their constitutional and statutory rights information. Analyzes victim needs and imparts sensitivity while acting as a resource for community service referrals. Communicates effectively in the exchange of information by completing thorough case documentation in both Victim Services and Prosecution files.

Maintains a sound working relationship with the Prosecution Division attorneys and staff to continuously seek new ways to improve services to victims. Investigates and resolves complaints regarding advocate and attorney responsibilities, while demonstrating the ability to listen and communicate professionally and effectively. Recommends policies and procedure revisions as deemed necessary to positively impact the integrated work environment.

Assists in the recruitment, selection and training of volunteer staff in the Victim Services Division. Provides in-service training and exposure to various criminal justice and victim-related matters. Encourages involvement and interest in victim-related training and awareness campaigns.

In addition to maintaining a victim caseload, takes the lead in developing, scheduling and providing community-based victim rights education programs. Serves as senior victim advocate for new personnel and volunteer training.

Serves as the acting Victim Services Manager upon request. Assists with a variety of administrative duties as assigned by the Victim Services Manager.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

Knowledge of:

Crime Victim Rights and the criminal justice system.

Word processing and a variety of computer software, in particular Microsoft Office software.

Ability to:

Develop community contacts and speak in public.

Communicate effectively both verbally and in writing.

Provide lead supervision to other staff.

Listen effectively.

Work autonomously in an organized manner.

Coordinate visual and muscular dexterity to enter data or information into a terminal, PC or other

keyboard device; operates a variety of standard office equipment including a computer terminal, a variety of computer software, telephone, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.

Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Handle stressful situations.

Maintain regular consistent attendance and punctuality.

**Education & Experience**

Any combination of education and experience equivalent to a Bachelor's degree in criminal justice, social services or a related field. Two years of full-time experience in victim services, case management, counseling or a related field is required. Masters degree in behavioral or social science is desirable. Bilingual language skills preferred.

FLSA Status: Exempt

HR Ordinance Status: Unclassified